

Los Alamos

NATIONAL LABORATORY

memorandum

*FACILITIES, SECURITY and SAFEGUARDS
FSS-15, PERSONNEL and INFORMATION SECURITY*

To/MS: Master Management and Secretarial
Distribution

From/MS: Kenneth Collins, FSS-15, MS B236

Thru: Robert S. Vrooman, FSS-15, MS G733

Phone/FAX: 667-1332/667-1368

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SUBJECT: NEW PUBLIC SERVICE HOURS FOR THE BADGE OFFICE

Effective January 5, 1998, the Badge Office will pilot a new schedule for providing public service. The hours will be 7:30 a.m. - 4:00 p.m. every day except Wednesdays (The current schedule is 7:30 a.m. - 5:00 p.m. every day except Wednesdays). Public service hours on Wednesdays will be 7:30 a.m. - 3:00 p.m.

The office closes every Wednesday from 3:00 - 5:00 p.m. for a Team meeting; this is the one opportunity each week to share information, resolve technical and performance problems, and prepare for pending developments.

Over the past year the Badge Office has initiated a number of process improvements: shorter waits to be badged, smoother processing of visitors, new and revised forms, an office e-mail address (badge@lanl.gov), a completely revised Web site (<http://badge.lanl.gov>, also accessible from the Laboratory home page), more customer documentation, are a few examples. In order to continue this effort and tackle systemic issues, it is essential that there be some time each day to focus as a team on process change.

With the current hours and staffing level, it is extremely difficult to focus on the "behind-the-scenes" tasks that must be performed so that customers receive their badges with a minimum of delay and problems. The new times will allow the Badge Office Team to focus on some important activities that are presently difficult to carry out without interruption. This approach is standard at the badge offices of many other DOE facilities (e.g., LLNL, SNL/NM, SNL/CA, Pantex), for similar reasons.

The period from 4:00 to 5:00 p.m. receives the fewest customers and telephone calls of any time slot, and should minimize the inconvenience of shorter public hours. During this time the Team will frequently check its fax (7-1368), e-mail, and telephone voice mail (7-6901) for customer emergencies.

Past experience indicates that true emergencies during the 4:00 - 5:00 p.m. period are rare occurrences. The Team will be sensitive and responsive to such situations and will take appropriate action. In addition, the telephone number for control of classified visits (7-5587) and the Team Leader's line (7-1332) will remain open.

During the "closed" period the Badge Office will be able to:

- Process incoming and outgoing visit requests;
- Input data to prepare security badges in advance for large groups;
- Perform a variety of housekeeping tasks: archiving records, tracking and filing incoming forms, restocking supplies, database maintenance;
- Carry out special projects (e.g., recently 1,400+ subcontractor employees needed to be rebadged at one time);
- Work on fabricating site specific badges (e.g., Exchange Badges, Escort Required Badges);
- Conduct training and development (e.g., badging software, new procedures, cross-training, equipment demonstrations);
- Hold impromptu meetings in response to sudden developments requiring a fast, consistent response.

In sum, while at first glance the change of hours might appear to be a reduction in service, the Badge Office Team believes that in dedicating some time each day to activities during which the Team is not "on call" -- activities that require concentration -- it will ultimately be able to provide more professional and responsive service when it does directly serve its customers.

We will evaluate the impacts after the end of a 3-month pilot period, and if necessary, adjust our public service hours accordingly.

If you have comments, questions or concerns, please feel free to contact the Badge Office at badge@lanl.gov or me at 7-1332. The Badge Office will give serious thought to all input and try to be responsive to it.

RSV:KAC:lj